

April 1995

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# Clinical Center News



Time with family friend volunteer Peter Swarr means a game of chess for Brandy Horner. (Photos by Bill Branson)

## Volunteers offer families friendship, respite

They tease and laugh like big brother and little sister while picking off each other's chessmen balanced on a board.

"Check!" exclaims Brandy Horner. She's 14.

"Every game you get better and better," answers Pete Swarr. "Now you're gonna start picking off the backfield." Swarr's a volunteer with the Clinical Center's Family Friend Program.

"I'm working on it," Brandy says, breaking into a slow, sly grin. "Checkmate."

Brandy and Peter have known each other for just a few days. They met when Peter stopped by the nurses station on 13 West to see which family might like to have a volunteer visit for a couple of hours.

"He's nice," Brandy says. "I like the company, playing games."

Think of volunteers like Swarr as true family friends, explains Andrea Rander, volunteer services director. Nurses on 13 West recognized the need for volunteers to come in and help young patients enjoy some play time while offering parents a respite from their often-demanding hospital routine. That was the genesis for the Family Friend Program.

"Parents need a bit of free time," Rander says. "They may want some quiet time in the chapel, or to make a hair appointment, or see a movie. It helps relieve some of the stress they're going through."

Finding a pool of volunteers to draw on wasn't a problem. "Many of

the calls I get are from people who would like to work with pediatric patients," Rander continues. "Until this program was developed three years ago, there really weren't that many opportunities for that." Volunteers now work on both 13 West and 11 East.

An intensive, multidisciplinary orientation structured for the group is offered twice a year. A core of 20 volunteers are regulars. "Many are on call," Rander points out. "Others come in regularly. Some can't volunteer weekdays, and are here evenings and weekends. It's working out nicely."

Dana Newberry, a nurse on 13 West, has coordinated the Family

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Message from the Director

## Efforts aimed at improving CC efficiency

by Dr. John Gallin, CC Director

In a March 29 memo to all employees, I stated that DHHS Secretary Donna Shalala had asked Dr. Helen Smits, deputy administrator of the Health Care Financing Administration, to look into options to improve the efficiency of the Clinical Center.

On March 30, Dr. Smits met with the Clinical Center department heads, CC union representatives, the Medical Board, and my immediate staff. I am happy to report that the meetings went very well. Dr. Smits sent us the clear message that she will only support actions that will improve the Clinical Center and make us even better than we ever were. She has asked us to identify any bureaucratic obstacles to doing our mission and to define a process to correct these obstacles. The option of contracting out some services may be considered if it is to the Clinical Center's benefit. It is clear, that for the present,

contracting out the entire Clinical Center does not seem like a good idea. This whole exercise should enable us to "reinvent" the Clinical Center with elimination of many undesirable processes we currently have within the federal bureaucracy. It could make the Clinical Center a model or laboratory for the rest of NIH.

Dr. Smits plans to develop a small committee of mostly in-house, but a few external advisors, who will assist her in formulating a process to present to Secretary Shalala in about two months. I promise to keep you informed as the process evolves. Please send me a fax (402-0244), e-mail, or a written note with any ideas you might have for eliminating obstacles to carrying out our mission. I believe the end result of this process will be a significantly improved Clinical Center. I promise to keep you informed.

## answers

(Editor's note: Dr. John Gallin, CC director, asked employees to send him job-related concerns and questions following the Jan. 20 town meeting. *CCNews* will print Dr. Gallin's responses in a periodic series that continues this month.)

**(Comment) Many career fields are represented at the Clinical Center. Are considerations given to developing training programs to help employees who want to move from technical to professional positions or for assisting high school graduates bridge into administrative fields?**

(Dr. Gallin) There are several programs available to help employees make that transition. One is the NIH-sponsored Training and Development Services Program which offers first-year college level courses through a contract with Montgomery College. Employees also may apply for the Career Curricula, a program through which workers in non-professional job

series can earn up to 30 college credits to help prepare them to compete for entry-level professional positions in administrative fields. Employees may also apply for the Administrative Skills Development Curriculum, a program designed to improve a worker's job performance and enhance potential for promotion. Under this program, participants take at least six courses—including college classes—within three years to earn a certificate of completion.

For details on these and other programs available to Clinical Center employees, contact the education and training section, Office of Human Resources Management, at 496-1618. **(Comment) I am an administrative officer. . . and review many training**

**requests. We approve this training for thousands of dollars and receive no commitment that the employee will continue working for the federal system. Is the CC reviewing this?**

(Dr. Gallin) Employees selected to attend training that lasts more than 80 hours are required to sign a continued service agreement before training is authorized.

Under this, employees agree to serve in HHS for three times longer than the training period. The agreement is on the back of the HHS Training Nomination and Authorization form.

Historically, this agreement was required only in connection with non-government training. The Federal Workforce Restructuring Act of 1994 extended the requirement to government training as well.

Clinical Center  
**News**

Editor: Sara Byars

*Clinical Center News*, Building 10, Room 1C255, National Institutes of Health, Bethesda, Maryland 20892. (301) 496-2563. Fax: 402-2984. Published monthly by the Office of Clinical Center Communications, Colleen Henrichsen, chief, for CC employees. News, article ideas, calendar events, letters, and photographs are welcome. **Deadline** for submissions is the second Monday of each month.





Committee members already staking out an elevator include (from left) Bowen; Ann Ellis, CC art and signage program; Scott Robinson, DES; Crystal Parmele, CC art and signage program; Dougherty; and Frankie Kelly and Clarence Dukes, DES.

## Adopting elevators

The Clinical Center's Looks 'R Us committee has a plan. "We want to improve the appearance of CC elevators and are asking individuals, offices, or departments to 'adopt' an elevator," explains Ray Bowen, CC building services assistant manager and committee member. "There's no labor involved. Just pick up a phone to report a maintenance problem or to request cleaning. We'll even place a sign in each adopted elevator naming the CC group who 'owns' it." For details, call Carol Dougherty at 496-4273.

## briefs

### May classes slated

The education and training section, Office of Human Resources Management, offers the following for May:

- Supervisory Discussion Program, a lunch-time session for CC supervisors to share ideas and concerns, May 12, noon-1 p.m., in room 2C310.

- How to Make An Effective Presentation, the basic steps to effective public speaking, May 17, 8:30 a.m.-4:30 p.m., room 1N248.

To register, call 496-1618.

### Johnson named 11 East head nurse

Sue Johnson has been named head nurse of 11 East, the Clinical Center's multi-institute pediatric unit. She had been



head nurse on 10 D since 1988. A B.S.N. graduate of Graceland College in Iowa, Johnson is currently

a student in Georgetown University's graduate nursing program. From 1983-1985, Johnson worked with the LaBuena Fe Foundation in Argentina training local nurses.

### Volunteers needed

Women between 18 and 45 are needed for a neuroimaging research project at St. Elizabeth's Hospital in Washington.

The study involves screening evaluation, SPECT and MRI scans as well as opportunities to participate in other studies. Payment is provided. Call Dr. Eric Watsky at 202-373-6112 for information.

### Listen carefully

The NIH Employee Assistance Program's video workshop series, "Work, Career, and Personal Growth," features "How to Listen Powerfully" April 18 and 25 and May 2 and 9.

"How to Deal With Difficult People" is set for June 13, 20, and 27 and July 11.

The series, known as "Tuesdays at the Little Theater," is noon-1 p.m.

in the Visitor Information Center's Little Theater. Call 496-3164.

### Eckelman honored

The American College of Nuclear Physicians presented its corporate committee achievement award for outstanding contributions to nuclear medicine to Dr. William Eckelman in February. Dr. Eckelman is chief of the Positron Emission Tomography Department.

### Blood donors give gift of life

The NIH Blood Donor Center located in the CC Department of Transfusion Medicine is open Monday, Wednesday, Thursday, and Friday, 7:30 a.m.-3:30 p.m.; Tuesdays, 7:30 a.m.-12:30 p.m.; and 7:30 a.m.-6 p.m. on the third Thursday of each month. Call 496-1048.

### OPD employee dies

Veronica Fay Oates, a member of the CC Outpatient Department since 1978, died April 1 after a long illness. She was a medical supply technician on the 4th Floor Clinic.



## ... friends

Continued from page one

Friend Program for nearly a year. "Parents are asked to carry a lot of responsibility. The volunteers give them a break."

Volunteers sign in at the nurses station each time they visit. A posted board lets nurses know at a glance when volunteers are scheduled to be on the unit. Nurses coordinate with patients' families to explain the program. Participation is strictly up to the parents.

"We consider the volunteers a normal part of our staff. It takes initiative for kids to interact with each other, and we'll see them sitting all alone in their rooms sometimes. The volunteers will draw them out," Newberry says.

"It's hard for parents of really sick children to break away," Newberry continues. "But they all come to the point of 'I need a couple of minutes.'" It's a comfort to know that a dedicated volunteer is there, even if the child is sleeping.

It's seeing a really sick child progress from listlessness to "raising a ruckus" that gives Margaret Ershler a lift. A family friend volunteer since December, Ershler explains, "I like working with children and I wanted to do something worthwhile with some extra time I have. I'd known people in the Seattle area who are involved in a similar program."

The scheduling flexibility built into the program suits Ershler, a freelance documentary producer for television. "I'd never before been in a job situation where I really had time to do this. It's fine if I come in during the day or I can do an evening shift."

One of the first patients she worked with was a little boy. "My staying with him gave his mother the opportunity to get away for a couple of hours. He was a very sick child, but each week I watched him get stronger and stronger, healthier. The last time I saw him he was running around and laughing."

Ershler smiles. "To see the improvement and to know that you're



"The kids are the ones who break the ice," says Peter Swarr, a volunteer with the CC Family Friend Program. Patient Brandy Horner says she likes the company.

making a child laugh. That mom's getting a couple of hours she needed. It's wonderful. In the busy lives we all have, there's too little time in everybody's day to do things we want to do. I'm really glad I'm doing this."

Swarr, a data manager working under contract for NCI, is headed for medical school at the University of Vermont in the fall. He's considering a career in pediatrics. His experiences as a volunteer dovetail with those plans.

"I was a little nervous at first,"

he admits, recalling his initial involvement as a volunteer, "but the kids are the ones who break the ice. We are the neutral people in their lives. Parents have to discipline. Clinicians have to do procedures. We're here to play."

During the intensive orientation sessions provided volunteers, the message was, Swarr explains, "trust your instincts. A kid's job is to play. They may be sick, but they're still kids."

—by Sara Byars

## April ceremonies will honor Clinical Center volunteers

They are receptionists, patient advocates, interpreters, shoppers for patients, errand runners, flower deliverers. They work in labs, offices, patient-care units. They are the Clinical Center's volunteer corps and they number more than 250.

Their gifts are time, concern, and care. Their contributions and commitment to the Clinical Center will be honored April 24. An awards ceremony and luncheon begin at 11:30 a.m. in Lipsett Amphitheater.

"Our volunteers are valuable assets," notes Andrea Rander, volunteer services director. "They are being called upon more and more to complement our staff and take on responsibility willingly. Their depth of talent and expertise is enormous."



# *CC school always in session*



The Clinical Center is classroom as well as hospital for nearly 300 children each year. Teachers with the Clinical Center's school coordinate with the students' home schools to continue lessons during hospitalizations.

Nine-year-old Roger White makes weekly trips to the 5 East day hospital. School work comes along, too. CC teacher Anne Wasson coordinates with White's teachers back home in Pennsylvania to continue his lessons.



Physicians refer pediatric patients able to have instruction to the CC school program. Teachers teach at the patient's bedside, in the day hospitals, or in the school's 10th floor classroom. (Photos for *CCNews* by Lisa Helfert)

Wasson, like all the CC teachers, is a member of the Montgomery County Public School System.



# DTM's Davey takes Red Cross position

Dr. Richard J. Davey, who served the Clinical Center's Department of Transfusion Medicine (DTM) as chief of the laboratory services section, left last month to become chief medical officer of the American Red Cross. Although excited about this new chapter in his career, Dr. Davey said, "It's going to be very hard for me to leave the solid and rich professional and personal relationships I've had here at NIH. It's a great environment."

According to Dr. Harvey Klein, DTM chief and Dr. Davey's boss, his new job "might be the most challenging position today in blood transfusion delivery in the United States, and possibly the world." Dr. Davey will be a key player on an expert team assembled by Red Cross president Elizabeth Dole to lead the organization's response to increasing federal regulation of blood transfusion services. He will oversee the medical and scientific aspects of blood donation, processing, and transfusion, and the direction and quality of Red Cross research done at regional centers, including the Jerome Holland Laboratories in Rockville. Dr. Davey's new office will be in Rosslyn, Va., while the biomedical headquarters in Washington, D.C., are being refurbished.

Looking back on nearly 20 years with the Clinical Center, Dr. Davey says he has seen DTM "grow immensely from essentially a traditional blood bank to a comprehensive department involved in a wide range of activities."

The laboratory services section, which Dr. Davey led, comprises two laboratories: the transfusion services lab and the histocompatibility, or HLA, lab. The former processes blood and blood components for CC patients, and handles unusual or difficult clinical problems in blood transfusion, here and throughout the mid-Atlantic region. The HLA lab handles tissue-typing for platelet transfusions and bone marrow



Dr. Richard J. Davey's friends and colleagues gathered to wish him well in his new position as chief medical officer of the American Red Cross.

matching programs. "This lab has won awards for the past five years for perfect performance of its tests," Dr. Davey says. "It is poised to be at the cutting edge of molecular-level typing of cells and cell lines."

Dr. Davey also coordinated DTM's accredited programs for training physicians and technologists in transfusion medicine. Says Dr. Klein, "So many leaders in the discipline today came out of this training program—it's really very impressive." Dr. Davey also initiated the popular Annual Symposium in Transfusion Medicine, held in the fall.

Dr. Davey's research interests are varied. He has studied blood storage and preservation; in vivo tracking of radiolabelled blood elements; high-efficiency blood filtration; blood irradiation; and the types of plastics used in blood bags. Some studies done under his leadership have resulted in changes in national standards of the way blood elements are stored and manipulated.

International transfusion medicine is another of Dr. Davey's interests. He chairs the International Affairs Committee of the American Association of Blood Banks. His work on improving the blood supply in African countries was chronicled in the August 1992 issue of *CC News*.

"It's certainly difficult to lose someone with his experience and knowledge, and who's been part of a team that's been in place for a long time," says Dr. Klein. Time permitting, Dr. Davey hopes to return a half day a week as a guest researcher to keep his finger on the pulse of DTM's research and activities. You might also catch him in the news occasionally, since one of his new responsibilities will be Red Cross spokesperson on matters of medicine and science.

Dr. Klein sums up: "I wish him much success, as we all do, in what's going to be a very challenging role. We'll miss him."

—by Sue Kendall



## ***Yanovski, pediatric endocrinologist, named ward chief for 11 East***

Dr. Jack Yanovski, an NICHD pediatric endocrinologist since 1989, has been named ward chief of 11 East, the Clinical Center's first multi-institute unit designed and staffed especially for children. He had served as acting chief of the 13-bed unit since it opened last spring.

"Dr. Yanovski has provided outstanding leadership during 11 East's first year of operation. The success of 11 East is a result of a collaborative effort by the entire care team," says Dr. David Henderson, CC deputy director for clinical care. "His commitment to providing comprehensive and collaborative pediatric care is a model for the Clinical Center."

"The pediatric unit is a service-oriented ward that affords investigators from the admitting institutes an inhouse pediatric consultant for care that is not protocol related," notes Dr. Yanovski. "The

interdisciplinary team of nurses, teachers, social workers, spiritual ministry, physical and occupational therapists, and dietitians come together for weekly child-focused rounds. This team interaction allows us to aim for pediatric care that is the best possible."

Dr. Yanovski is a 1981 summa cum laude graduate of the University of Pennsylvania where he went on to earn the M.D. and Ph.D. He completed an internship and residency in pediatrics at the Children's Hospital of Philadelphia and subsequently came to NIH as a medical staff fellow.

Dr. Yanovski, a fellow of the American Academy of Pediatrics, is a member of the Endocrine Society and the Society for Research on Biological Rhythms. He received the Young Investigator Travel Award from the International Symposium for Endocrinology Under 35 in 1990, the Children's Hospital of Philadelphia



Dr. Jack Yanovski has been named ward chief of 11 East.

Research Forum Award in 1989, and the University of Pennsylvania School of Medicine's Neurology Research Prize in 1986.

He is a reviewer for the *Journal of Clinical Endocrinology and Metabolism* and *American Family Physician*.

## **Primas joins housekeeping department as chief**

Henry D. Primas III has been named chief of the Housekeeping and Fabric Care Department.

"Mr. Primas brings a high-level of management experience to this position," notes Walter Jones, CC deputy director for management operations. "His department is one that impacts all aspects of Clinical Center operations and services."

"I plan to use the principles of TQM and Continuous Quality Improvement to create a system to move the department forward," Primas says. "If anyone at the CC has specific problems concerning housekeeping that they'd like for me to address, please send me an e-mail. I want to know what the concerns are."

"The organization and delivery of training for supervisors and staff members is one of Mr. Primas's areas of expertise, which will be valuable to the Clinical Center," adds Jones "John Smith, who had been acting department chief since 1993, has done



Henry Primas is new chief of the Housekeeping and Fabric Care Department.

an excellent job in managing the department."

Since 1992, Primas had been associate director of environmental services at D.C. General Hospital for Sodexo USA. As contract manager,

he directed all aspects of the environmental services budget, personnel, purchasing, and operations. He has also been active on the District of Columbia Hospital Association's solid waste subcommittee, a group charged with determining the most efficient and effective disposal system for medical waste.

Primas was formerly a financial consultant at Bowie State University where he designed and conducted seminars and training sessions for low-income individuals wishing to purchase a home.

He administered a \$3 million contract to manage the Housing Authority of New Orleans while a project coordinator for Taliafaro, Inc., in Nashville.

Primas earned the B.A. degree at Cornell University, and holds an M.B.A. from the State University of New York at Binghamton. He and his wife, Elsie, reside in Columbia with their three children.



## White elephants sought for sale

The Friends of the Clinical Center and the R&W Association need donations for the Treasures & Collectibles White Elephant Sale slated May 23 as part of the Patient Emergency Fund Auction.

Deliver glassware, games, jewelry, books, lamps, sports equipment, and other treasures to the Red Cross desk in the CC lobby or any R&W location.

The auction will also feature great escape weekends, theater tickets, and restaurant dinners, along with a \$500 cash raffle and a bake sale. To donate baked goods, bring your goodies to the Visitor Information Center between 9 and 10 a.m. on May 23.

All proceeds from the auction

go directly to the Patient Emergency Fund. For more information, call Ruth Stragner at 496-6061.

## Blood pressure screening offered

High blood pressure can occur without signs or symptoms, and may lead to stroke, kidney damage, or heart disease.

The good news is that once high blood pressure is found, it can be controlled. The Occupational Medical Service, NIH Division of Safety, will offer blood pressure screening for CC employees in room 6C306 April 17, 20, 24, and 27 and on May 1 and 8, 7:30-11:30 a.m. and 1-7 p.m.

On April 27, screening will be offered 1-4:30 p.m. in the housekeeping training room.

OMS also offers walk-in blood

pressure checks throughout the year in the 6th floor health unit. For more information, call 496-4411.

## Job hotline now in operation

The personnel operations section, Office of Human Resources Management, now offers a new automated job hotline. A recording of current CC vacancies is updated weekly in the following categories: nursing, allied health, professional and administrative, secretarial and clerical, and wage grade.

To hear the latest job announcements, or to receive more information, call 496-7691. All requests for information will be filled daily.

## april

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**Grand Rounds  
noon-1 p.m.**

**Lipsett Amphitheater**

*The Development of Human Cancer Vaccines Based on the Genes Encoding Cancer Rejection Antigens (Bedside Implementation)*, Steven A. Rosenberg, M.D., Ph.D., NCI; *Prospects for Improved Cancer Vaccines Based on Animal Models (Benchmark)*, Nicholas P. Restifo, M.D., NCI

**Wednesday Afternoon  
Lecture**

**3 p.m.**

**Masur Auditorium**

*Murine Mutations Affecting Cell Adhesion*, Richard O. Hynes, Ph.D., Massachusetts Institute of Technology. Hosted by the Cell Biology Interest Group

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**Grand Rounds  
noon-1 p.m.**

**Lipsett Amphitheater**

*A Role for Insulin-Like Growth Factors and Other Hormones in Osteogenic Sarcoma*, Lee J. Helman, M.D., NCI; *Ocular Manifestations of AIDS*, Scott M. Whitcup, M.D., NEI

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**Wednesday Afternoon  
Lecture**

**3 p.m.**

**Masur Auditorium**

*Signals that Mediate the Cellular Trafficking of the Mannose 6-phosphate Receptors*, Stuart Kornfeld, M.D., Washington University School of Medicine. Hosted by the Glycobiology Interest Group

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**Grand Rounds  
noon-1 p.m.**

**Lipsett Amphitheater**

*Nuclear Magnetic Resonance as a Non-Invasive Procedure in Clinical Medicine*, Robert S. Balaban, Ph.D., NHLBI; *Ultrasound Evaluation of Deep Venous Thrombosis*, Thomas H. Shawker, M.D., CC

**Wednesday Afternoon  
Lecture**

**3 p.m.**

**Masur Auditorium**

*The Retinoblastoma Protein*, Edward E. Harlow, Ph.D., Massachusetts General Hospital Cancer Center. Hosted by the Cell Cycle Interest Group

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**The NIH Director's Cultural  
Lecture**

**3 p.m.**

**Masur Auditorium**

*To See Ourselves as Others See Us: The Artist Looks at the Doctor*, Sherwin B. Nuland, M.D., Yale School of Medicine

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**Clinical Staff Conference  
noon-1:30 p.m.**

**Lipsett Amphitheater**

*Pathogenesis of HIV Infection: Insights from Interventions*, H. Clifford Lane, M.D., NIAID, moderator

**Wednesday Afternoon  
Lecture**

**3 p.m.**

**Masur Auditorium**

*Present State of Prions*, Stanley B. Prusiner, M.D., University of California, San Francisco. FAES Eighth Paul Ehrlich Lecture